



For Immediate Release

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MFD & AMR Collaborate to add additional Advanced Life Support capabilities to Manchester's 9-1-1 EMS system

Manchester, NH – The Manchester Fire Department (MFD) & American Medical Response (AMR) have collaborated to add additional advanced life support (ALS) capabilities to Manchester's 9-1-1 EMS system during times of heavy EMS system demand.

Manchester Fire's new computer aided dispatch system (CAD), which came on line in late November, now allows for immediate automated selection of the closest available fire and EMS unit to all emergency calls in the City based on the units individual level of capability.

When system demand for ALS level ambulances exceeds supply and a Basic Life Support (BLS) AMR ambulance is available, MFD will now send an ALS level MFD engine company to those calls with an AMR BLS unit rather than relying on a mutual aid ALS ambulance.

EMS system demand requiring mutual aid currently occurs on less than 1% of all EMS requests in Manchester. This new process will help decrease that number even further. This will reduce the number of requests to neighboring communities to provide mutual aid ALS ambulances, shorten response times on those calls and increase the level of care immediately available to the patient.

"This is a great example of how technology allows us to increase service levels by better utilization of existing resources" said Manchester Fire Chief Dan Goonan. "Under their current agreement with the City, AMR shares a percentage of reimbursement they receive with MFD when Manchester firefighters perform ALS level skills on calls so there is no additional cost to the City", Goonan said. "This is public/private partnership was developed some time ago and is now reaching its full potential with the addition of this new CAD system" said AMR Regional Director Chris Stawasz. "It provides more resource availability to the community without increased cost", Stawasz said.

Manchester Fire and AMR respond to over 20,000 requests for medical aid in Manchester on an annual basis. It is the busiest EMS system in New Hampshire.

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